Lifeguard Training 2017

Frequently Asked Questions

1. **When can I register?**

    1. Lifeguard Course Registration is **'OPEN NOW'** through the City of Knoxville's Online Portal. You can access the online store through this link
    http://registration.knoxvilletn.gov/

    2. Registration must be complete two weeks before a class is scheduled to start, however do not delay, our classes are 'first come, first served'.

    3. Depending on availability late registrations may be accepted. However, an additional fee of $20 will be required for late registration to any program.

2. **Do I register online, over the phone, or in person?**

    – Online registration is our preferred method of registration. If you cannot register with a credit card and need to ask about making arrangements to pay with another method please contact Randy Love at rlove@knoxvilletn.gov or 865.300.4624. We cannot accept any method of payments over the phone.
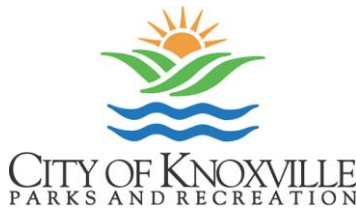
3. **If I have already registered for a course but found out I can no longer attend can I receive a refund?**

    – A full refund will be provided if cancelled a week before the course. If cancelling within the week before the class starts a $50 processing fee will be assessed. If the course was cancelled by The City of Knoxville due to not meeting the 6 participant minimum you can either choose to roll your registration over to another course, or receive a full refund.

4. **If I do not meet the prerequisites for the lifeguarding course as outlined by the American Red Cross am I eligible for a refund?**

    – Yes. You will receive a refund minus a $30 processing fee.

5. **If I already hold a certification in CPR or Lifeguarding course, can I skip that portion of the class?**

   – No. You need to be present for all sessions of each program to be considered for successful completion.

6. **What is the difference between Blended Learning and the regular course?**

   – Blended learning splits the learning between at home learning on your computer and in person (pool) skill sessions. After registration you will be emailed a detailed instruction list on how to access the online program to begin.

7. **Why is the course taught in separate locations?**

   – Separating the course makes it easier for our students to learn. Most lecture, First Aid and CPR will be taught classroom style. Whereas all of Lifeguarding elements will be taught poolside.

8. **Can I wear swim goggles or mask during class?**

   – No; Lifeguards <u>NEVER</u> wear goggles because it is unsafe. If lifeguards depend on them to be successful, and lose them during a rescue, the chance of success is greatly reduced.

Please Note

Enrollment in a course does not guarantee nor imply certification or employment. Participants must complete the required pre-course swim, practical skills and written tests to satisfaction to earn certification. There will be no refunds given to participants who withdraw from or do not satisfactorily complete their registered course.